

Maricopa County *Planned* On-line Services: February, 2002

Department	Planned Service	Type	Challenges
Assessor	*Expansion of on-line appeals to include commercial and vacant properties (currently only available for residential properties).	G to B; G to C	Resolving complicated issues, e.g., multiple parcels associated with commercial and vacant property appeals.
	*Expansion of on-line "Comparable Sales" capabilities to include commercial and vacant properties (currently only available for residential properties).	G to B; G to C	Resolving complicated issues, e.g., multiple parcels associated with commercial and vacant property appeals.
	*On-line sales of GIS data and map products.	G to B; G to C	Unresolved e-vendor issues involving security of back-end and credit card payments.
Clerk of Superior Court	<p>* Electronic filing of Court documents by attorneys, e.g. divorce filings;</p> <p>* On-line payment of fines/fees.</p> <p>* On-line public access to court documents.</p>	<p>G to B</p> <p>G to C</p> <p>G to C</p>	<p>1) Vendor issues (COC wants to customers to have freedom of choice with respect to filing software used);</p> <p>2) Unresolved e-signature issues;</p> <p>3) Need to ascertain actual demand level for on-line payment services, e.g., need to perform cost-benefit analysis;</p> <p>4) Unresolved privacy issues;</p> <p>5) Sufficient funding for project components.</p>
County Attorney	No plans to augment in-person transactions with interactive web-based processes. Example: Victim Compensation Forms are in downloadable format, but must be submitted via U.S. mail or in person	NA	<p>Significant concerns with:</p> <p>1) Data safety/protection;</p> <p>2) E-signature integrity.</p>

Source: Maricopa County Electronic Government Council, e-Portal Subcommittee.
 Last updated: February 25, 2002

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County Administration: Materials Management	*On-line vendor registration. *Electronic procurement system. Includes electronic issuance and receipt of solicitations, issuance of purchase orders via email, fax, web posting.	G to B G to B; B to G	On-line credit card acceptance. 1) Funding for purchase and implementation. 2) E-signatures.
Environmental Services	* On-line RENEWALS of General Environmental Health Permits; * Various enhancements to on-line trip reduction survey with results available to the public; * Air Quality Permit data available to the public, e.g., identification of permit holders, their location and, and specific permit conditions. * “Where I Live”: Environmental Services GIS Data Mapping Application.	G to B G to B; G to C G to C G to C	On-line general permit renewals require resolution of: 1) E-signature issues; 2) Payment issues, specifically who shall pay credit card fees as well as accounting issues. (Note: Department wants to follow County’s lead in these policy areas.) Vendor issues concerning graphics quality.

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Human Resources	* On-line collection of applicant/employee data to populate various HR databases (rather than just forms submissions).	G to C	Requires resolution of:
	* Further marketing of County as employer of choice.	G to C	1) Credit card processing and data shipping issues;
	* On-line County Store for the public and employees.	G to C; G to G	2) Appropriate legal framework for E-signatures (of applicants and employees);
	* Access for current/former employees to limited personnel records for updating their demographics, accessing electronic pay stubs and benefit selections.	G to G	3) Data storage AND data security in 2 way transactions; current inability to integrate data with various internal county applications (payroll, electronic transmittal of certifications/lists).
ICJIS	* E-filing of booking data and possibly affidavits by outside agencies with Sheriff's Office & Courts (FY 2003).	G to G	Requires:
	* DPS interface to exchange criminal history information/ federal and state records (End of FY 2003-04).	G to G	1) Resolution of legal and security issues related to E-signatures;
	* E-filing of documents in criminal matters with electronic filing between Clerk of the Court, Superior Court, County Attorney, etc.	G to G	2) Sufficient budget for various project components;
			3) Appropriate staffing with appropriate expertise.
Library District	* Fountain Hills is test site for Smart Card System used for: Print cost recovery; On-line reservation (with PIN) of library computer; PC time management (assists library staff).	G to C	None stated.
	* Laptops (recently purchased with grant funds) for Bookmobiles enable staff to upload daily checkouts via FTP into central database.	G to G	

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Library District, continued	<p>* By end of FY 2002, satellite dishes will be installed on Bookmobiles, enabling:</p> <p>Updating of Library database with live circulation data from the field;</p> <p>Customers to access the internet using Bookmobile laptops;</p> <p>Customers to conduct live searches of electronic full text resources using Bookmobile laptops.</p> <p>* Replacement of existing on-line book catalogue with new, primarily web-based ILS (Integrated Library System). The ILS will enable:</p> <p>* Multi-modal customer notification (email, phone, and snail mail) of reserved books/videos and overdue notices.</p> <p>* Customers with SMART card technology to pay on-line a variety of library fees, e.g., reserved books by mail fees, overdue video fees, etc.</p> <p>* New customer to register for a library card on-line and immediately access on-line services such as electronic database searches.</p>	<p>G to G; G to C</p> <p>G to G; G to C</p> <p>G to C</p> <p>G to C</p> <p>G to C</p> <p>G to C</p>	None stated.
MCDOT	<p>* On-line GIS data request form.</p> <p>*SR 303L Extranet Site: Consultants and contractors will use unique passwords generated by SMART cards to access MCDOT's project databases via Virtual Private Networks, and to update their projects with milestones and latest project cost estimates.</p>	<p>G to C; G to G; G to B</p> <p>G to B</p>	<p>Requires resolution of:</p> <p>1) E-signature issues;</p> <p>2) E-payment issues.</p> <p>Extranet is awaiting deployment of SMART card technology.</p>

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MCDOT, continued	*Article 5 Contractor Database. Will allow on-line contractor registration and access to secured html pages providing updated procurement/bid information.	G to B	None stated.
		G to B	None stated.
	*On-line permitting for MCDOT issued permits.	G to G; G to B; G to C	Requires resolution of: 1) E-signature issues; 2) E-payment issues.
	*Emergency Management Hazardous Materials Extranet. Would provide municipalities with a data warehouse in which the location and vital information about hazardous materials would be stored. This web-based application would also facilitate dynamic extraction of the data for emergency purposes, thereby assisting emergency workers in crises situations.	G to G	Sufficient budget for various project components.
	*Webcasting of public meetings and events.	G to C; G to B; G to G	Unresolved bandwidth issues and funding for appropriate hardware.
Public Health	*On-line disease reporting via extranet website. Will enable infectious disease control nurses and physicians to provide on-line reporting of communicable diseases.	G to B	None stated.
	*Web-based Human Resource database linked to Crystal Reports, facilitating automatic updates and eliminating hiring and personnel related paperwork.	G to G	
Recorder/Elections	*On-line purchase of "Official Documents."	G to C; G to B	Complete resolution of E-payment issues took several months.
	*Pilot project: Paperless document recording (lien releases).	G to C	If Pilot is successful, the recording of other document types will be added to the system.
	*Currently being researched: Overseas Military Early voting via the Internet using VoteHere.Net.	G to C	Issues related to legal and procedural rules require clarification and resolution.

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StarCenter	No web services planned; will remain phone-centric.	NA	NA
Treasurer	<p>*Web-based access to Treasurer's School District Fund. Provides School District staff with access to accounting balances, detailed transactions, and issuance of warrant stop payment orders, corrections, etc.</p> <p>*Web-based application for credit-card property tax payments.</p>	<p>G to G</p> <p>G to C</p>	<p>None. Programming and training completed by November 2001. Program has been well received and is highly successful.</p> <p>Unresolved e-payment vendor issues. Letter of Interest going out to multiple vendors; may resolve issues.</p>
County-wide (all Departments)	All varieties.	All types.	Sufficient funding for various components of planned e-transaction projects.

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